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Appl. No. 09/815,441  
Amdt. dated May 17, 2004  
Reply to Office Action of March 18, 2004

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on May 17, 2004.

*[Signature]*  
Attorney for Applicant(s)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application No. : 09/815,441  
Applicant : David Arthur Eatough et al.  
Title : METHOD AND APPARATUS TO PERFORM  
CUSTOMIZED ERROR HANDLING  
Filed : March 22, 2001  
TC/A.U. : 2133  
Examiner : Dipakkumar B. Gandhi  
Docket No. : 42390P11037  
Customer No. : 21552

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AMENDMENT AND RESPONSE TO OFFICE ACTION

Dear Sir:

In response to the Office Action mailed March 18, 2004, please amend the above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 5 of this paper.